

PIFfing ALONG WITH YOUR QUALITY COUNCIL

What do students from Penn State; University of North Carolina, Chapel Hill; The University of Alabama; and Shelton

State Community College have in common? **They all get their grades the same way -- by phone!** How did Shelton State become a

customer of VoiceFX, sole provider of this service? Through the effective application of TQM strategies, initiated by Paul Sellers and Diane Layton. Realizing that students would appreciate getting their grades faster and that Shelton State would appreciate improving a process and saving money at the same time, Paul submitted the VoiceFX package to the Quality Council (QC). Subsequently, an *ad hoc* advance team went into action

(TEAMSpirit was not fully operational yet) to gather the information and data that would justify the expenditure for the Voice FX service. The Advance Team, consisting of Paul and Diane as well as Johnny Parker, Humphrey Lee, Loretta Jones, and Ted Spring, did just that. They thoroughly researched the available data, surveyed students, and secured the support and approval of the Alabama Department of Postsecondary Education and the college President. **CONSEQUENTLY, AT THE END OF THIS FALL SEMESTER, STUDENTS CAN ACCESS THEIR GRADES BY PHONE! ☎ ☎ ☎**

What better success story for the effectiveness of TQM team action could there be! Led by support staff initiative, staff, faculty, and administrative representatives teamed together. Service to the customer is improved ☺☺☺ and the institution will save money \$\$\$ by not having to purchase grade mailers and postage.

And that's not all! Other processes and procedures have been or are being improved through the TEAMSpirit procedures.

☞ For example, after reviewing several charters for Process Improvement Teams (PIT) from System Improvement Teams (SIT), the QC realized that the charters didn't tell us everything we needed to know, nor was it convenient for SIT members to prepare them promptly. A QC Delta Team was appointed to modify the charter form; a revised format was presented to the QC who asked Council members to take it back to their teams for approval or suggestions. At the next QC meeting, we were able to approve the **new chartering format** which SITs say is easier for them to use and gives the QC the information it needs to effectively evaluate the charters.

☞ This semester, the QC has approved **three charters**, and SITs 1 and 4 have formed three PITs and got them started on process improvement regarding **professional development programs, class scheduling/cancellation, and faculty evaluations.**

☞ An Advance Team for SIT 3 flowcharted the recruiting process which has already resulted in a **change in the scholarship application date for technical scholarships** to ensure that Shelton State technical as well as academic scholarships are presented at high school honors days.

☞ SIT 2 is currently flowcharting the steps for **requisitioning software** in order to clarify and improve that process.

When the PIFs were available to all, over 100 PIFs came in from students about the lack of vending machines and food options at the New Campus.

☞ The QC directed these PIFs to SIT 5 who communicated the problem to the SSCC Foundation, responsible for establishing the present arrangement with KFC. A recent memo from Lucy Kubiszyn, on behalf of the Foundation, reveals that **greater food variety, lower prices, and longer operating hours are available now at the New Campus**, with the understanding that these are just temporary conditions as Shelton State makes its transition down old Highway 69. ‡

TQM STRATEGIES WORK! The SITs, PITs, Action Groups, Delta Teams, Advance Teams, and the QC have been making things happen for the improvement of services. TEAMSpirit is a quality way to do our jobs. Diane Layton was the speaker at the recent meeting of a community organization where she presented the TEAMSpirit concept, using flowcharts, charters, and PIFs as visual aids. Membership in this organization includes professionals and non-professionals, some of whom were University of Alabama employees. **All were impressed with the potential for improvement inherent in the TEAMSpirit procedures.** One excited member shouted, "Everybody should be doing this sort of thing!" Such enthusiastic support from an objective, outside group is gratifying to all of us at Shelton State who have been working so hard to get TQM going at our institution. ☺ ☺ ☺ ☺ ☺ ☺

If you ever want or need to know the progress of a PIF, the information is readily accessible, thanks to the increasingly remarkable **Jimmy Osmore**, who wrote and continues to refine a computer program for Johnny Parker and his staff to keep a running inventory of PIFs and their development. As PIFs come into Johnny's office, he pulls together his Delta Team out of the QC membership to review each PIF and decide where it needs to be directed. Then Cindy Harrell, secretary for Institutional Research and Process Improvement, enters the information into the Osmore program. Because the QC wanted all PIFers to be reassured that their PIFs had been received, the Council asked Johnny Parker to solicit help from his staff. Now **Cindy Harrell or Robin Potts contacts each person submitting a PIF to acknowledge receipt and thank the customers for their submissions.** ♥ We have been most satisfied with the interaction between the QC and SITs. The responsiveness of the SITs to the PIFs has been timely yet professionally thorough.

This year marks the apprenticeship of the QC. We consider ourselves still in training, still learning the parameters of our responsibilities. Please direct any suggestions or questions you have for us to Johnny Parker or to our team leader, Shirley Johnson, or any QC member convenient to you.

As the holidays sweep over us, stay as stress-free as you can so you can ease into QUALITY time with your family and friends.

Best wishes from the Quality Council,
Bill Aldridge, Arthur Howington, Randy Jarrell, Shirley Johnson, Jim Jolly, Joyce Jolly, Shirley Nix, Johnny Parker, John Speights, Shirley Spencer